

**Dates to  
Remember  
in 2014!**

**Leadership  
Conference  
May 28**

**PQA Awards  
Luncheon  
October 22**

**PIF  
Proposals  
Due  
April 11  
July 11  
October 10**

**PMN General  
Meetings  
May 7  
August 6  
November 5**

**PMN Alumni  
Holiday  
Reception  
December 1  
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### **Quick Links**

**Commission  
Website**

**Best and  
Shared  
Practices**



# **QUALITY MATTERS**



*2014 Spring e-Newsletter. A newsletter supporting managers and employees in promoting the effectiveness, efficiency, and quality of County public service.*

## **COMMISSION NEWS**



## **LEADERSHIP CONFERENCE - MAY 28, 2014**

The Commission, in partnership with the Board of Supervisors and Chief Executive Office, is planning an informative conference on Social Media. The goal of this year's conference is to show departments how to effectively use social media to improve services and apply the data gathered to predictive analytics.

Featured speaker will be Ron Galperin, Los Angeles City Controller and former QPC Commissioner, who will speak on "The Risks and Rewards of Open Data." Other speakers will be Steven Golightly, Ph.D., Director, Child Support Services, Commander Michael Parker, Sheriff's Department, and CEO William Fujioka. Gail Farber, Director of Public Works, and Dean Logan, Registrar-Recorder/County Clerk, will participate in the New Ideas panel, providing first-hand accounts of their use of social media to create communities and engage clients and residents.

Invitations to the "Social Media - Bridging the Gap" conference will be sent out in mid-April. For more information, contact the Commission office at (213) 893-0322 or via e-mail at [lperez@ceo.lacounty.gov](mailto:lperez@ceo.lacounty.gov).

**Productivity  
Investment  
Fund**

**Productivity  
and Quality  
Awards**

**Productivity  
Managers'  
Network**

## **Los Angeles County Museum of Art "Art + Technology Lab - Open House"**

On February 28, 2014, the Los Angeles County Museum of Art (LACMA) celebrated the opening of the Art + Technology Lab, followed by a walk through of the facility and an artist talk with Richard Vijgen.



The Quality and Productivity Commission funded the project with a \$205,000 grant. LACMA's "Incubating Emerging Technologies for the Cultural Sector" project included the Art + Technology Incubator, which introduces new technology applications to art. It also positions the Museum and Los Angeles County as a center for innovation, and introduces the diverse public to innovative technology experiences. It is very exciting for the Commission to see the Lab open and available to the Public.

Find out more about the Lab at [lacma.org/lab](http://lacma.org/lab).



***PRODUCTIVITY MANAGERS' NETWORK***

**General Meeting and Training  
Los Angeles County Sanitation Districts'**



Puente Hills Landfill

Productivity Managers' gathered at the Sanitation Districts' administrative offices for their general meeting and training on Thursday, February 20, 2014. The meeting was followed by a very educational tour of the Puente Hills Landfill and Materials Recovery Facility provided by

**Chuck Boehmke**, Director of the Solid Waste Management Department.

It was a very informative meeting with presentations given by **Kirk Shelton**, Productivity Manager, Consumer Affairs, and **Richard Weintraub**, Director, Los Angeles County Sheriff's Department. **Jennifer Coultas**, Chair of the Productivity Managers' Network, welcomed Managers and provided important information for the coming year.



Materials Recovery Facility

Click [here](#) for additional information...

## "Spotlight" on Network Managers

**Ania Onley**  
**Administrative Deputy**  
**Department of Regional Planning**



Ania has over 30 years experience in the public sector with an emphasis on contract management. In her current role, she is responsible for directing administrative operations in a number of areas, including budget and accounting, fiscal services, human resources, strategic planning and program services, including contracting and emergency management, information technology, geographic information system, and other key administrative support areas.

She holds an MBA degree from the University of California at Redlands.

[Read more...](#)

## ***PRODUCTIVITY INVESTMENT FUND***

### **"Loans and Grants Awarded to Departments"**



Established by the Board of Supervisors in 1984, the Productivity Investment Fund (PIF) program is used by departments to jump start pilot projects, develop creative strategies to enhance services, improve employee productivity, and produce cost benefits.

The Commission solicits proposals each quarter and carefully reviews project merits in a three-step vetting process before approving a proposal.

To view projects approved for loans, grants, or a combination of both in 2013, [click here](#).

The next PIF Proposals will be due on:

**April 11, 2014**

**July 11, 2014**

**October 10, 2014**

## ***DEPARTMENT VISITS***



The Commission visits all County departments on a two-year cycle and meets with the department head. The purpose is to understand departmental operations and priorities, and to assist the department in enhancing productivity and quality.

The Commission visited the following departments during the third quarter:

- [Public Library \(January 30, 2014\)](#)
- [Community and Senior Services \(March 5, 2014\)](#)

Click on the link above to see the programs and strategies each of these departments are using to improve quality and productivity.